Warranty and Service Information Manual 2015

For **Western Europe**

AOC Customer Care and Service Department

Region: Europe, Middle East and Africa

January 1st, 2015

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1. Introduction and Warranty

1.1 - Introduction

All of our AOC LCD Monitors are designed and manufactured to the highest standards and deliver high-quality performance, ease of use and ease of installation.

In case you encounter any difficulties while installing or using your AOC LCD Monitor, we recommend that you first consult the operating instructions or the information in the support section of www.aoc-europe.com or on the CD-ROM. Secondly, contact your System Integrator who had installed your AOC LCD Monitor, your Dealer or Retailer for further assistance.

Our AOC Customer Service Representatives will provide you with additional service when needed.

1.2 - AOC Monitor Identity

36 Months Warranty for all AOC product lines

Pro Line

The Pro Line delivers the most advanced display technology for discerning professionals, plus easy-to-adjust ergonomic features ideal for shared workspaces.

Value Line

The Value Line delivers attractive, remarkably affordable displays that don't scrimp on performance. These monitors are ready to face any challenge – from systems integration to busy families.

Style Line

The Style Line isn't afraid to make a statement. These displays take innovation to the limit with unique concepts and cutting-edge technology.

1.3 - General Warranty Period

*Subject to local warranty conditions by law.

We are offering a **36 months*** warranty begins on the date of your purchase. In case of a missing proof of purchase (POP), the warranty period is considered to have started from the date of manufacturing indicated on the product or from the serial number of the product and will end after 39 months.

If any defect due to faulty materials and/or workmanship occurs within your warranty period, we will make arrangements for the following service scenario within the warranty period:

1. **Swap Service** (depending on your region, **page 12 ~ 15**)
   - **1.1** - Your original unit will be replaced with the same model;
   - **1.2** - If option 1.1 is not possible, an upgraded model within the same product line will be offered after your approval;
   - **1.3** - If option 1.2 is not possible, an alternative model will be offered after your approval;
   - **1.4** - If you would like to receive back your original product instead of a replacement unit, a PickUp, Repair and Return or Carry-In service can be offered.

2. **Pickup, Repair & Return Service** (depending on your country, **page 16 ~ 17**)
   - **2.1** - Your original product will be repaired;
   - **2.2** - If option 2.1 is not possible, an upgraded model within the same product line will be offered after your approval;
   - **2.3** - If option 2.2 is not possible, an alternative model will be offered after your approval.

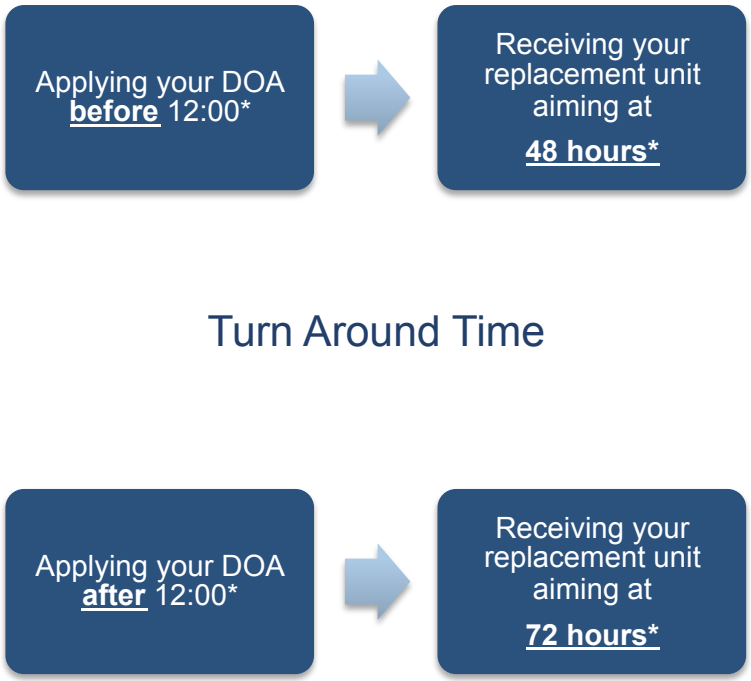
1.4 - Dead on Arrival (DOA) Period (*during business days)

**Subject to local warranty conditions by law.

We are offering a DOA period of **14 calendar days**,** beginning on the date of your purchase. A proof of purchase (POP) must be provided for you to apply for a DOA request and your defective product must be returned completely in the original box with all the accessories included.

In case of a justified DOA claim, the same product as the defective product will be offered to you as a replacement.

We have the right to claim the costs for any missing parts or any other Customer Induced Damage (CID) which we receive.


Applying your DOA **before** 12:00*
Receiving your replacement unit aiming at **48 hours***
Turn Around Time
Applying your DOA **after** 12:00*
Receiving your replacement unit aiming at **72 hours***

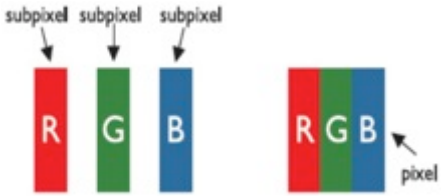
1.5 – Pixel Policy - **ISO 9241-307 Class 1**

This Pixel Policy explains the different types of pixel defects and defines acceptable defect levels for each type. To obtain service within the warranty period, the number of pixel defects on your product's panel must exceed our Pixel Policy levels.

We strives to deliver the highest quality products and therefore use some of the industry's most advanced manufacturing processes and practice stringent quality control. However, pixel or sub pixel defects on LCD Monitor panels are sometimes unavoidable. No manufacturer can guarantee that all panels will be free from pixel defects, but we guarantees that any LCD Monitor with an unacceptable number of defects will be repaired or replaced under warranty.

Types of Pixel and Sub Pixel

- Bright Full Pixel: all 3 Sub Pixel Red Green Blue are permanently lit, which creates a Bright Full Pixel
- Black Full Pixel: all 3 Sub Pixel Red Green Blue are permanently unlit, which creates a Black Full Pixel
- Sub Pixel: all other combinations of lit and dark Sub Pixels appear as other colors



Types of Pixel Defects

- Bright Dot Defects: appear as a Full Pixel or Sub Pixel that remains permanently lit, resulting in a white or colored dot on a Black background.
- Black Dot Defects: appear as an Full Pixel or Sub Pixel that remains permanently unlit, resulting in a black or colored dot on a White background.

	Defect Type 1 Bright Full Pixel	**Defect Type 2** Black Full Pixel	**Defect Type 3** Bright Sub Pixels	**Defect Type 4** Black Sub Pixels	**Defect Type 5** Total Sub Pixels
Acceptable Level	1	1	3	5	5

1.6 - What is excluded?

Your warranty applies when the product has been handled properly for its intended use and in accordance with the operating instructions. Your warranty does not cover for the losses consequent in nature, including but not limited to loss of data or loss of business. Your warranty does not apply if:

- The proof of purchase (POP) documents have been altered in any way or made illegible;
- The model- and/or serial number on the product has been altered, removed or made illegible;
- Unauthorized service organizations or persons have carried out repairs or product modifications and alterations;
- The defect is caused by abuse or misuse of the product or by environmental conditions that are not in conformance with the recommended operations of the product;
- The defect is caused by connection to peripherals, additional equipment or accessories other than those recommended in the user manual;
- The defect is caused by an external enclosure, assembled around the product which has not been recommended in the user manual;
- The product has been damaged - including but not limited to damage by pets, lightning, abnormal voltage, water or fire, natural disaster or transport accident;
- The product is defective due to wear of parts, which can be considered as consumable parts by their nature;
- The product does not function properly because it was not originally designed, manufactured, approved and/or authorized for the country where you use the product, which might occur in instances where the product has been purchased in another country other than that of its intended use.

1.7 - Out of Warranty (OOW)

After your warranty period, we can offer you a **Out of Warranty** service or a repair solution via our Certified Service Centre if you wish to make use of this service.

Please contact our AOC Customer Service Centre and a AOC Customer Service Representative will forward your request to an Certified Service Partner in your country.

Our Certified Service Partner will contact you with an estimate quotation for a service or a repair solution for you to decide accordingly.

If the Certified Service Partner cannot perform a repair solution under the offered repair quotation, we will find alternative solutions for you if possible up to 60 months (5 years) from the manufacture date, which you can find on the product label of your monitor.

2. Service Regions

2.1.1 – Service Region with **Onsite Swap*** Service

Sales Region: **Western Europe**

- ✓ An **Onsite Swap*** Service will be offered in the following countries:

1. Belgium
2. France*
3. Germany
4. Ireland
5. Luxemburg
6. Netherlands
7. Portugal
8. Spain
9. Switzerland
10. United Kingdom

Note: *Swap Service is limited to* ***mainland Europe*** *and will be subject to availability for* ***islands*** *and* ***highlands***
**Please refer to your local point of sales for more information for service outside mainland Europe*
e.g., Departements d'Outre Mer (DOM) and Territoires d'Outre Mer (TOM)

2.1.2 – Service Scenario and Process Time (*During business days)

Applies for the following countries: **Belgium, France** (Mainland)**, Germany, Ireland, Luxemburg, the Netherlands, Portugal, Spain, Switzerland, United Kingdom**

Contact our AOC Customer Service Centre
Verify and approve your RMA case
Shipping out your replacement unit
Performing a box to box swap at your address
Case Closed
Onsite Swap aiming at 48 hours*

Applying your RMA **before** 12:00* → Receiving your replacement unit unit aiming at **48 hours***

Turn Around Time

Applying your RMA **after** 12:00* → Receiving your replacement unit aiming at **72 hours***

Note: Do not include your original accessories.
Any loss of accessories will not be covered or compensated!

2.1.3 – Service Region with **Advanced Swap*** Service

Sales Region: **Western Europe**

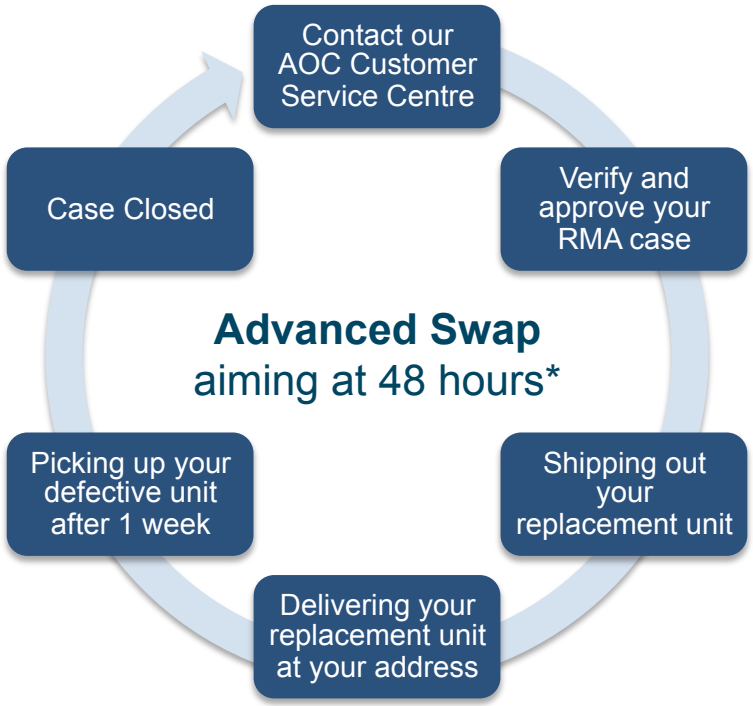
✓ An **Advanced Swap** Service will be offered in the following countries:

1. Austria
2. Denmark
3. Finland
4. Italy
5. Norway
6. Sweden

Note: *Swap Service is limited to* ***mainland Europe*** *and will be subject to availability for* ***islands*** *and* ***highlands***
**Please refer to your local point of sales for more information for service outside mainland Europe.*

2.1.4 – Service Scenario and Process Time (*During business days)

Applies for the following countries: **Austria, Denmark, Finland, Italy, Norway, Sweden**


Contact our AOC Customer Service Centre
Verify and approve your RMA case
Shipping out your replacement unit
Delivering your replacement unit at your address
Picking up your defective unit after 1 week
Case Closed
Advanced Swap
aiming at 48 hours*

Applying your RMA **before** 12:00* → Receiving your RMA unit aiming at **48 hours***

Turn Around Time

Applying your RMA **after** 12:00* → Receiving your RMA unit aiming at **72 hours***

Note: Do not include your original accessories.
Any loss of accessories will not be covered or compensated!

2.2.1 – Service Region with **Pickup, Repair & Return** Service

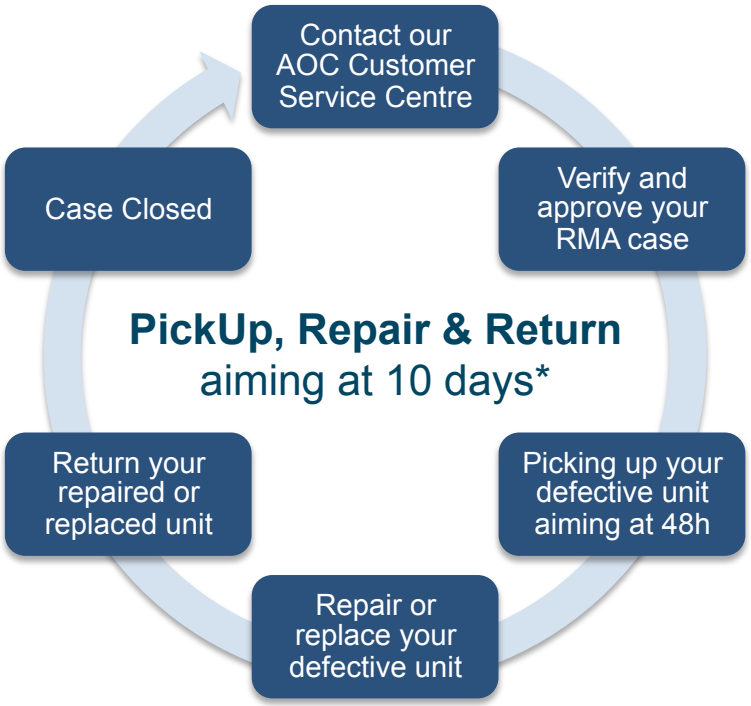
Sales Region: **Western Europe**

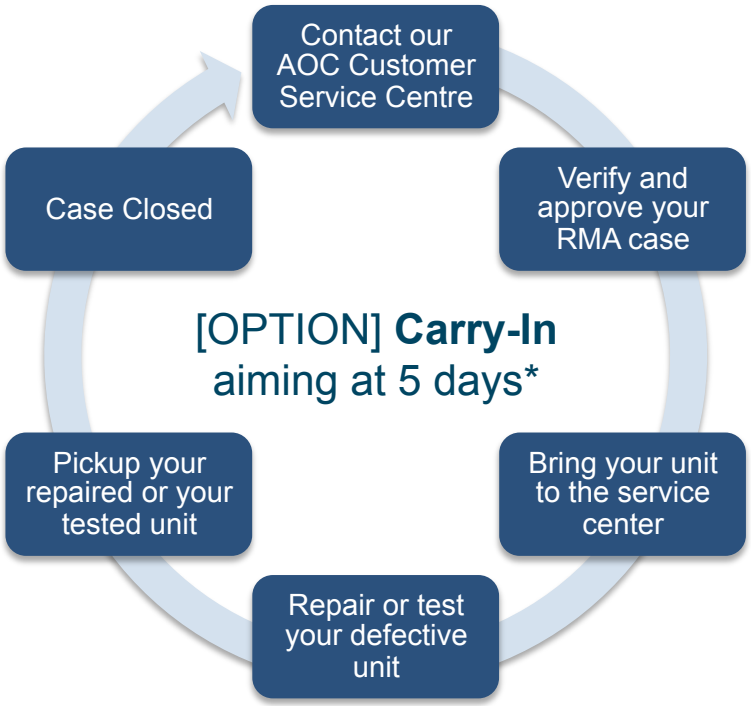
✓ A **PickUp, Repair & Return** Service will be offered in the following countries:

1. Turkey

2.2.2 – Service Scenario and Process Time (*During business days)

Applies for the following countries: **Turkey**


Contact our AOC Customer Service Centre
Verify and approve your RMA case
Picking up your defective unit aiming at 48h
Repair or replace your defective unit
Return your repaired or replaced unit
Case Closed
PickUp, Repair & Return
aiming at 10 days*


Contact our AOC Customer Service Centre
Verify and approve your RMA case
Bring your unit to the service center
Repair or test your defective unit
Pickup your repaired or your tested unit
Case Closed
[OPTION] Carry-In
aiming at 5 days*

Note: Do not include your original accessories.
Any loss of accessories will not be covered or compensated!

3. How to contact Customer Support

3.1 - When Customer Service is needed

A **RMA number** (**R**eturn **M**aterial **A**uthorization or) will be issued as registration to your case. No claims will be accepted without a RMA number.

In order to avoid unnecessary inconvenience, we advise you to follow the following steps before contacting an AOC Customer Service Representative:

- Read the operating instructions carefully
- Consult the support section of www.aoc-europe.com
- Consult the user manual support section on the CD-ROM
- Consult your System Integrator or your Dealer

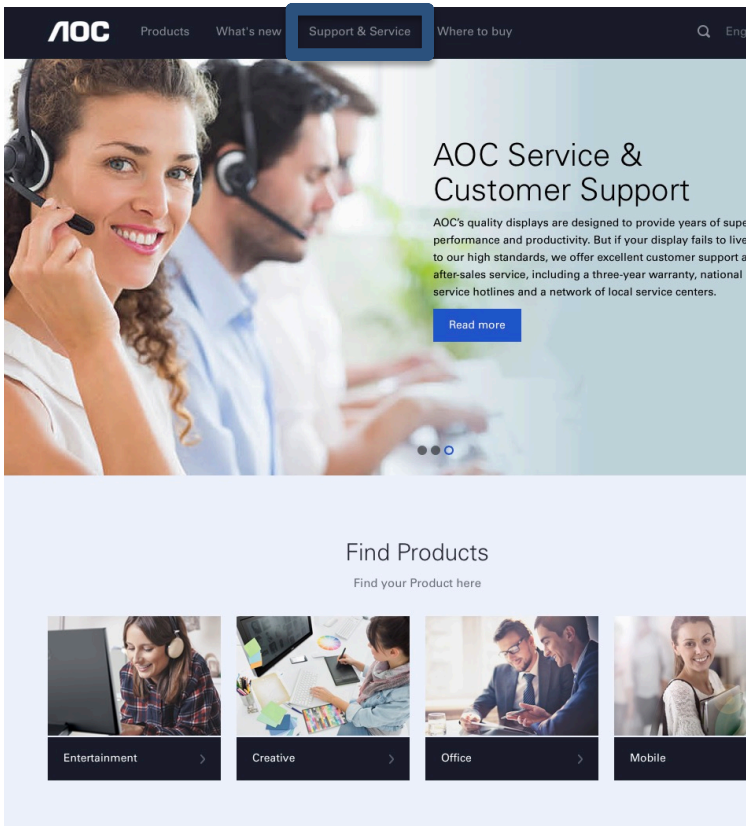
To obtain service within the warranty period please contact the AOC Customer Service Centre. Contact details of the AOC Customer Service Centre can be found on www.aoc-europe.com or the hotline list, which can be found in this document.

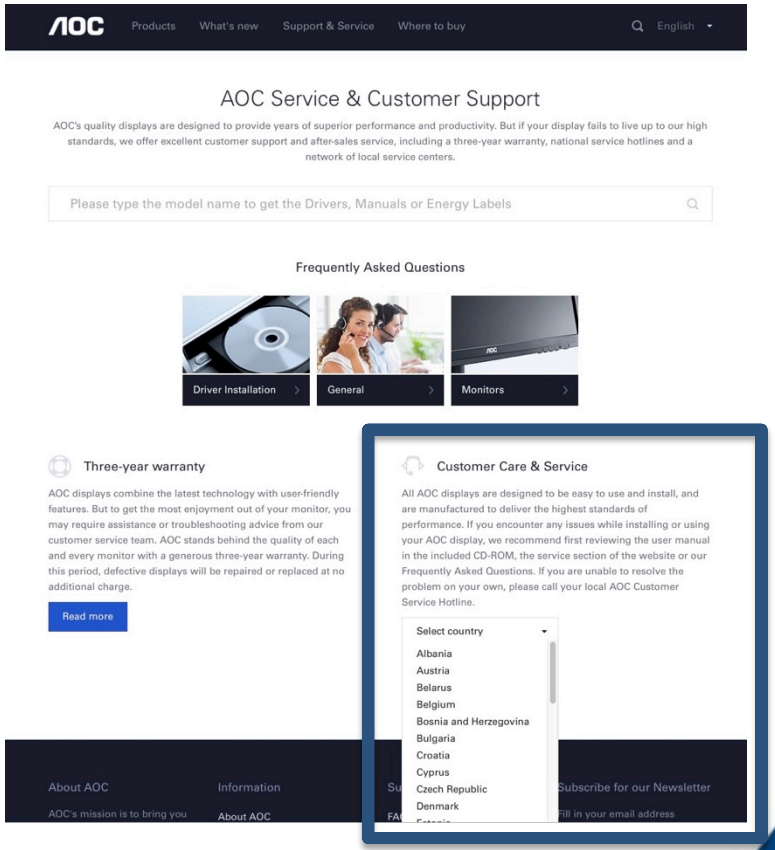
To be able to help you efficiently when you contact an AOC Customer Service Representative, please have the following items available:

- The original invoice or cash receipt, indicating the date of purchase, dealer name and model number of the product;
- Your product serial number, which can be found on the back or bottom of the product.

3.2 - How to contact Customer Service

www.aoc-europe.com





3.3 - How to contact Customer Support

Standard Operating Hours: 9:00 – 17:00

No	Western Europe	Hotline Number
1.	Austria (free call)	(+43) 0800291391
2.	Belgium (local tariff)	(+31) 0499 750 285
3.	Denmark (free call)	(+45) 808 845 95
4.	Finland (free call)	(+358) 0800918041
5.	France (free call)	(+33) 0800912852
6.	Germany (€ 0,09)	(+49) 0800 00 00 821
7.	Ireland (free call)	1800 949697
8.	Italy (free call)	(+39) 800789460
9.	Luxemburg (local tariff)	(+31) 0499 750 285
10.	Netherlands (local tariff)	(+31) 0499 750 285
11.	Norway (free call)	(+47) 80014243
12.	Portugal (local tariff)	(+34) 902 686 467 (option 2)
13.	Spain (local tariff)	(+34) 902 686 467 (option 1)
14.	Sweden (free call)	(+46) 020792590
15.	Switzerland (free call)	(+41) 0800562826
16.	Turkey (local tariff)	(+90) 212 444 4 832
17.	United Kingdom (5p p/m + network extra's)	(+44) (0)844 482 11 50

Thank You